



New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	II	Intake, Investigation and Response	
Chapter:	B	Intake	4-30-2012
Subchapter:	1	Processing Specific Referrals	
Issuance:	1500	Referrals from the Office of Licensing	

Licensing Complaints Referred to DCF Office of Licensing (OOL) 4-30-2012

State Central Registry (SCR) Screeners, Resource Family Homes, and CP&P field offices refer licensing complaints about day care centers, family day care provider agencies, shelters, residential facilities, private adoption agencies, and other programs licensed by the Department's Office of Licensing (OOL) to the OOL for action, as needed:

- Direct complaints about child care centers (facilities caring for six or more children under the age of 13) to the following numbers:
 - For child care centers located in North Jersey call (609) 826-3980 (counties including: Bergen, Essex, Hudson, Hunterdon, Morris, Passaic, Somerset, Sussex, and Warren),
 - For child care centers located in South Jersey call (609) 777-5945 (counties including: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, Middlesex, Monmouth, Ocean, Salem, and Union);
- Direct complaints about Resource Family Homes to 1(877) 667-9845;
- Complaints for Resource Family Homes located in Bergen, Essex, Passaic, Hudson, Morris, and Sussex Counties, contact the OOL North Resource Family Unit at 1 (866) 401-2578;
- Direct complaints about residential treatment centers, group homes, treatment homes, youth shelters, children's partial care programs, youth case management agencies, and approved adoption agencies to the OOL Residential and Agency Programs Unit at 1(877) 667-984; and

- If there is reason to believe that the caller may not follow through on making a complaint to OOL, the employee/SCR Screener takes the licensing complaint information him or herself, and immediately shares it with OOL. OOL can also be reached directly at this toll free number 1(877) 667-9845.

Types of OOL Complaints

4-22-94

OOL day program and residential complaints fall into the following general categories:

- reports of unlicensed facilities/agencies;
- staffing ratio violations (not enough staff for the number of children in the program);
- staff qualifications/credentials;
- supervision issues;
- physical conditions at facilities (maintenance concerns, fire code violations, presence of asbestos and/or lead paint, lighting and/or heating complaints, use of unapproved space, outdoor play area concerns, overcrowding, etc.);
- programming concerns/unmet program requirements (not enough activities offered or activities not age appropriate for child population served, lack of equipment, rest/sleep and/or snack/meals not handled properly, etc.);
- use of improper discipline techniques by staff which are prohibited by regulation, such as corporal punishment or ridicule (allegations of child abuse/neglect, e.g., excessive corporal punishment, are referred to IAIU);
- unsanitary conditions/health violations;
- facility transportation-related issues.